

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Local Drinking Water Quality	214	10
Tap Water Testing	185**	8
Consumer Confidence Reports	141	6
SWT Rule and FBRR	134	6
Household Wells	109	5
Home Water Treatment Units	107	5
Public Notification	105	5
Other EPA	96	4
Non-EPA Environmental	94	4
Other Background	89	4

*A total of 2,230 questions were answered by the Hotline (via telephone and e-mail) in August 2003.

**Citizens who obtain their drinking water from private household wells asked 15 percent of the tap water testing questions.

Calls	E-mails	Total***
1,558	240	1,798

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

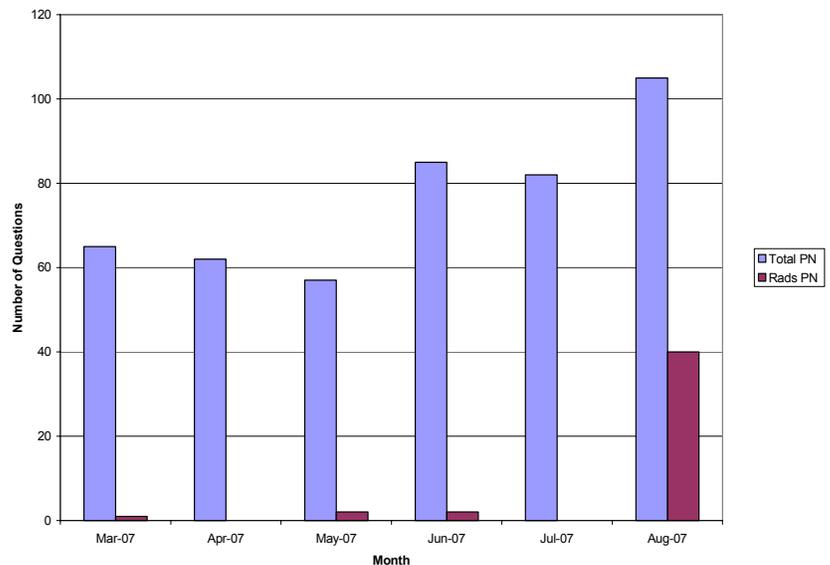
For More Information Contact:
Harriet Hubbard, EPA Project Officer
(202) 564-4621

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Monthly Trends

The Safe Drinking Water Hotline received a noticeable increase in public notification questions about violations of the radionuclide requirements, as illustrated in the chart below. The majority of questions were generated in response to a public notice issued by a community water system in New Jersey in which a system violated standards for combined radium and alpha particles. Callers asked questions about cancer risks from exposure to radioactive contaminants above the MCL in drinking water and whether additional precautions should be taken, such as buying bottled water or a home water treatment unit. Project Officer, Harriet Hubbard, worked with the New Jersey Bureau of Safe Drinking Water to develop a response to these public notification questions.

Public Notification Questions



Did You Know?

The Safe Drinking Water Hotline Reports are now available on the Office of Ground Water and Drinking Water Web site at

<http://www.epa.gov/safewater/index.html>.

What's New

New Publications:

- Fact Sheet: *When Is A Septic System Regulated as a Class V Well?*, EPA816-F-03-002, is now available at <http://www.epa.gov/safewater/uic/classv.html> or by contacting the Safe Drinking Water Hotline.
- Fact Sheet: *When Are Storm Water Discharges Regulated as Class V Wells?*, EPA816-F-03-001, is now available at <http://www.epa.gov/safewater/uic/classv.html> or by contacting the Safe Drinking Water Hotline.

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Stage 1 DBPR Train The Trainer Session	Kansas City, KS	8/19/2003 – 8/20/2003	To register, contact the SDW Hotline
ASIWPCA	Annual Conference	Whitefish, MT	8/24/2003 – 8/26/2003	
EPA	Stage 1 DBPR Train The Trainer Session	Dallas, TX	8/26/2003 – 8/27/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	New Chelmsford, MA	9/8/2003 – 9/9/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Hartford, CT	9/10/2003 – 9/11/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	9/17/2003 – 9/18/2003	
EPA	Stage 1 DBPR Train The Trainer Session	EPA HQ - Satellite	9/24/2003	For more information: www.epa.gov/safewater/mbdp/implementation.html
EPA	Stage 1 DBPR Train The Trainer Session	Kent, WA	9/29/2003 – 9/30/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Dover, DE	9/30/2003 – 10/1/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Atlanta, GA	10/22/2003 – 10/23/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Chicago, IL	10/28/2003 – 10/29/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Phoenix, AZ	11/6/2003 – 11/7/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	11/13/2003 – 11/14/2003	

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: I received a public notification for a radionuclide maximum contaminant level (MCL) violation. The notice states that the health effect is an increased risk of cancer. Is the risk of getting cancer the same for both short-term and long-term radionuclide exposure through drinking water?

A: The likelihood of developing cancer or genetic mutations from short-term exposure to the concentrations of radionuclides found in drinking water supplies is negligible. However, long-term exposures may result in increased risks of genetic disorders and other ailments such as cancer, pre-cancerous lesions, benign tumors, and congenital defects. For example, an individual that is exposed to relatively high levels of radium-228 (e.g., 20 pCi/L) in drinking water over the course of a lifetime is projected to have a significantly increased chance of developing fatal cancer (roughly a one in one thousand increased risk if exposed to radium-228 at 20 pCi/L over a lifetime of 70 years) (65 FR 76708, 76720; December 7, 2000). For more information about the cancer causing effects of radiation see EPA's fact sheets on ionizing radiation and associated health effects at www.epa.gov/radiation/docs/ionize/ionize.htm.

Q: My water system provided me with a public notification about a health-based violation of a drinking water regulation? Will drinking my tap water make me sick?

A: A public water system's violation of a health-based standard does not mean that the people who consume the system's water will become sick. A health-based violation means that either a system has exposed their users to what EPA has judged as an unreasonable risk of illness, or a system has failed to treat their water to the extent EPA has judged necessary to protect their users from an unreasonable risk of illness in the event that the regulated contaminant is present in source water (*Providing Safe Drinking Water In America: 2000 National Public Water Systems Compliance Report*, EPA305-R-02-001, July 2002).

Q: Is there a list of approved laboratories for analyzing *Cryptosporidium* under the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR)?

A: A List of laboratories that have passed the Laboratory Quality Assurance Evaluation Program for Analysis of *Cryptosporidium* under the Safe Drinking Water Act is posted on EPA's Web site at the following URL: www.epa.gov/safewater/lt2/aprvlabs.html. These laboratories have been granted "Approval Pending" status. "Approval" status is dependent on promulgation of the LT2ESWTR.

Q: Aquifer recharge wells and aquifer storage and recovery (ASR) wells are employed for many purposes, including ground water resource management, water storage and recovery, prevention of salt water intrusion into fresh water aquifers, and subsidence control. Must the water injected into these wells meet all national primary and secondary drinking water standards?

A: Injectate in aquifer recharge and ASR wells is required by most regulatory agencies to meet primary and secondary drinking water standards in order to prevent degradation of ambient ground water quality. However, aquifer recharge and ASR wells are not specifically defined by federal regulations and are not subject to any specific regulations tailored just for them, but are subject to the UIC regulations that exist for all Class V wells (*The Class V Underground Injection Control Study, Volume 21: Aquifer Recharge and Aquifer Storage and Recovery Wells*, EPA816-R-99-014u, September 1999).

Q: The Consumer Confidence Report Rule requires annual water quality reports to contain additional health information addressing special populations who may be immuno-compromised. Must this additional information also be included in public notifications required for maximum contaminant level, maximum residual disinfectant level, and treatment technique violations?

A: The additional health information addressing immuno-compromised persons required in consumer confidence reports is not required in any public notifications. However, the Public Notification Rule requires the inclusion of health effect language referring to the special health risk for infants, young children, some elderly, and people with severely

compromised immune systems when fecal coliform or E.coli is present. This health effect language is not required for any other violation (65 FR 25982, 26043; May 4, 2000).

Q: Community water systems (CWSs) must submit signed certifications to EPA confirming that vulnerability assessments have been conducted and completed. Who is required to sign the certification forms?

A: Owners, managers, certified operators, or other authorized representatives of the water utilities must sign the certification forms. Persons signing the forms must have responsibility over the management and daily operations of the CWSs (*Instructions to Assist Community Water Systems in Complying with the Public Health Security and Bioterrorism Preparedness and Response Act of 2002*, EPA810-B-02-001, January 2003).

Q: Where can I find a list of approved analytical methods for drinking water compliance monitoring?

A: A list of the analytical methods approved for compliance monitoring under the Safe Drinking Water Act is available at www.epa.gov/safewater/methods/methods.html.

Q: My state has a maximum contaminant level (MCL) of 0.0005 mg/L for chlordane in drinking water, but the federal standard is 0.002 mg/L. Why does the state have a different standard?

A: States that are authorized to implement their own water program may use the National Primary Drinking Water Regulations or their own regulations, provided that they are no less stringent than federal standards (SDWA 1413(a)(1)).

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline monthly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

Hotline Statistics

Monthly Summary of Hotline Service

Total number of calls answered	1,558
Total number of e-mails received	240
Average wait time (in seconds)	0:36
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	82.6%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	282
Number of times callers listened to recorded message about CCRs	270
Number of times callers were transferred to the WSC Wellcare Hotline	272
Number of times callers listened to recorded message about tap water testing	341

Comparison to Previous Year

	Calls	E-mails
August 2003	1,558	240
August 2002	2,232	282

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	180	15
2. State PWSS	171	14
3. State Lab Certification	157	13
4. EPA Internet	156	13
5. NSF/WQA/UL	124	10
6. AGWT/WSC	86	7
7. Other Hotlines	54	4
8. Local Public Health	51	4
9. EPA Regions	41	3
10. Other	33	3

**A total of 1,237 referrals to other resources, agencies, and organizations were provided by the Hotline in August 2003.*

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	13	2
Citizen - Private Well	133	33
Citizen - PWS	931	89
Consultants/Industry/Trade (DW)	78	13
Consultants/Industry/Trade (Other)	111	31
Environmental Groups	1	0
EPA	24	0
Other Federal Agency	8	11
Government, Local	14	10
Government, State	93	8
Government, Tribal	0	0
Spanish Speaking	0	0
International	4	18
Media	4	1
Medical Professional	7	0
Public Water System	63	12
Schools/University	19	12
Other	55	0
TOTALS	1,558	240

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-August	67	00:25
4-August	83	01:17
5-August	76	00:39
6-August	70	00:11
7-August	91	00:34
8-August	74	00:33
11-August	73	00:14
12-August	61	00:24
13-August	77	00:49
14-August	69	00:49
15-August	63	00:28
18-August	114	01:20
19-August	68	00:30
20-August	66	00:27
21-August	93	00:46
22-August	73	00:37
25-August	81	00:20
26-August	68	00:26
27-August	67	00:19
28-August	70	00:27
29-August	54	00:21
TOTALS	1,558	00:36

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	13	5
Coliforms	65	8
Cryptosporidium	40	0
Disinfection/Disinfection Byproducts (Other)	16	3
Disinfection – Home Water	11	4
Other Microbials	24	2
Storage – Home Water	3	0
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	128	6
Trihalomethane (THM)	12	2
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	19	5
Fluoride	17	2
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	2	0
Perchlorate	6	4
Phase I, II & V	19	9
Sodium Monitoring	3	0
Sulfate	0	0
Lead and Copper		
Copper	2	1
Lead	72	7
Lead Contamination Control Act (LCCA)/Lead Ban	3	1
Radionuclides		
Radionuclides (Other)	56	6
Radionuclides (Radon)	38	1
Secondary DW Regulations		
Secondary DW Regulations	39	6
SDWA Background/Overview		
Definitions & Applicability	14	2
MCL List	45	2
Other Background	57	32
SDWA	21	1

Category	Calls	E-mails
Water on Tap	1	3
Other DW Regulations		
Analytical Methods (DW)	12	12
Contaminant Candidate List/ Drinking Water Priority List	1	1
Consumer Confidence Report (DW)	136	5
DW Primacy (PWS)	0	0
Operator (PWS) Certification	4	3
Other Drinking Water Security	26	8
Public Notification (PWS)	100	5
Security Planning Grants	5	1
State Revolving Fund (DW)	0	1
Unregulated Contaminant Monitoring Rule (UCMR)	15	1
Other Drinking Water		
Additives Program	4	0
Bottled Water	29	7
Complaints about PWS	68	11
Compliance & Enforcement (PWS)	19	4
Home Water Treatment Units	94	13
Infrastructure/Cap. Development	5	5
Local DW Quality	189	25
Tap Water Testing	170	15
Treatment/BATs (DW)	5	12
Drinking Water Source Protection		
Ground Water Rule	4	0
Sole Source Aquifer	1	0
Source Water/Wellhead Protection	23	9
UIC Program	9	0
Out of Purview		
Household Wells	82	27
Non-Environmental	33	3
Non-EPA Environmental	66	28
Other EPA (Programs)	73	23
TOTALS	1,899	331

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

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APPENDIX A: FEDERAL REGISTER SUMMARIES

PROPOSED RULES

“National Primary Drinking Water Regulations: Long Term 2 Enhanced Surface Water Treatment Rule”

August 11, 2003 (68 FR 47640)

In this document, EPA proposed National Primary Drinking Water Regulations that require the use of treatment techniques, along with monitoring, reporting, and public notification requirements, for all public water systems that use surface water sources. The purpose of the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) is to improve control of microbial pathogens, including specifically the protozoan *Cryptosporidium*, in drinking water and to address risk trade-offs with the control of disinfection byproducts. The LT2ESWTR will build upon the treatment technique requirements of the Interim Enhanced Surface Water Treatment Rule and the Long Term 1 Enhanced Surface Water Treatment Rule.

“National Primary Drinking Water Regulations: Stage 2 Disinfectants and Disinfection Byproducts Rule; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical Contaminants”

August 18, 2003 (68 FR 49548)

In this document, EPA proposed maximum contaminant level goals for chloroform, monochloroacetic acid, and trichloroacetic acid; National Primary Drinking Water Regulations (NPDWRs) that consist of maximum contaminant levels (MCLs), monitoring, reporting, and public notification requirements for total trihalomethanes and haloacetic acids; and revisions to the reduced monitoring requirements for bromate. This document also specifies the best available technologies for the proposed MCLs. EPA also proposed additional analytical methods for the determination of disinfectants and disinfection byproducts (DBP) in drinking water and proposed to extend approval of DBP methods for the determination of additional chemical contaminants.

NOTICES

“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Pennsylvania”

August 6, 2003 (68 FR 46630)

EPA announced that the Commonwealth of Pennsylvania is revising its approved Public Water System Supervision Program. Pennsylvania has adopted a Lead and Copper Rule, Lead and Copper Rule Minor Revisions, a Public Notification Rule, and a Consumer Confidence Report Rule. This revision also includes minor revisions to other drinking water rules. EPA has determined that these revisions are no less stringent than the corresponding federal regulations aside from two minor inconsistencies in the Lead and Copper regulations. EPA does not believe that these minor inconsistencies affect compliance with the federal regulations. They are being addressed through program implementation while the Department of Environmental Protection

corrects the deficiencies in its regulations. Therefore, EPA is taking action to tentatively approve these program revisions. Comments or a request for a public hearing must be submitted by September 5, 2003.

**“Public Water System Supervision Program Revision for the State of North Dakota”
August 15, 2003 (68 FR 48921)**

EPA announced that the State of North Dakota has revised its Public Water System Supervision primacy program by adopting regulations for the Public Water System Definition Rule, Administrative Penalty Authority Rule, Consumer Confidence Report Rule, Variances and Exemptions Rule, Interim Enhanced Surface Water Treatment Rule, and Disinfectants/Disinfection Byproducts Rule. Having determined that these revisions meet all pertinent requirements in the Safe Drinking Water Act, and EPA's implementing regulations, EPA approves them. Today's approval action does not extend to public water systems in Indian Country. Comments or request for a public hearing must be submitted by September 15, 2003.

**“Public Water System Supervision Program Revision for the State of Arkansas”
August 21, 2003 (68 FR 50540)**

EPA announced that the State of Arkansas is revising its approved Public Water System Supervision Program. Arkansas has adopted the Lead and Copper Rule Minor Revisions, Variance and Exemptions Rule, Public Notification Rule, Radionuclides Rule, Arsenic Rule, and Filter Backwash Recycling Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. A request for a public hearing must be submitted by September 22, 2003.

**“Public Water System Supervision Program Revision for the State of Oklahoma”
August 25, 2003 (68 FR 51013)**

EPA announced that the State of Oklahoma is revising its approved Public Water System Supervision Program. Oklahoma has adopted an Arsenic Rule, Radionuclides Rule, Long Term 1 Enhanced Surface Water Treatment Rule, Filter Backwash Recycling Rule, Public Notification Rule, Lead and Copper Rule Minor Revisions, and a revised public water supply definition. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. A request for a public hearing must be submitted by September 24, 2003.

**“Public Water System Supervision Program Revision for the State of New Mexico”
August 28, 2003 (68 FR 51777)**

EPA announced that the State of New Mexico is revising its approved Public Water System Supervision Program. New Mexico has revised its administrative penalty authority, its public water system definition, adopted the Consumer Confidence Report Rule, the Interim Enhanced Surface Water Treatment Rule, the Stage 1 Disinfection ByProducts Rule, the new Variances and Exemptions Rule, the revised Public Notification Rule, the new Radionuclides Rule, the Lead and Copper Rule Minor Revisions, the Arsenic Rule, and the Filter Backwash Recycling Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. A request for a public hearing must be submitted by September 29, 2003.

**“Applicability of the Safe Drinking Water Act to Submetered Properties”
August 28, 2003 (68 FR 51777)**

EPA published a draft revised policy regarding regulatory requirements under the Safe Drinking Water Act (SDWA) of submetered properties. Under SDWA Section 1411, the National Primary Drinking Water Regulations apply to public water systems that have their own water source, treat, or "sell" water. As a way to promote full cost and conservation pricing to achieve water conservation, EPA now proposes to change its interpretation of Section 1411 as it applies to a limited aspect of submetering and direct billing of residential tenants. Comments must be submitted on or before October 27, 2003.